



Living **Healthy**

A newsletter for the members of Central
California Alliance for Health



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Wellness for all

Protect yourself and your family this flu season

Flu season is September through May. The best way to stay healthy is to get your flu vaccine early, before the flu starts to spread in your community.

The flu vaccine can help protect you from getting very sick. It's especially important for:

- Young children.
- People who are pregnant.
- People with certain chronic health conditions, like asthma, diabetes, and heart or lung disease.

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www.thealliance.health

- People who are ages 65 and older.

The flu vaccine is free and easy to get. Everyone ages 6 months and older can get it every year. Children can get their flu vaccine from their doctor. Adults can get it at a pharmacy. No referral is needed.

Alliance members ages 7 to 24 months who get both doses of the flu vaccine between September 2025 and May 2026 will be entered into a monthly raffle for a chance to win a

\$100 Target gift card!

For more information, visit www.thealliance.health/flu.

Community resources

The Alliance also gives information about community resources, including the Women, Infants and Children Program (WIC), to pregnant and postpartum members. WIC is a nutrition education program that helps those

who are pregnant or just had a baby and children up to age 5. For more information on the WIC program, visit www.myfamily.wic.ca.gov or call WIC at **800-852-5770**.

Benefit spotlight

The Alliance wants moms and babies to be healthy

The Alliance's *Healthy Moms and Healthy Babies* (HMHB) program helps pregnant members get early prenatal and postpartum care. HMHB also provides education to support members in having a healthy pregnancy.

Members enrolled in the HMHB program are contacted by Alliance health educators. Health educators provide information on several topics, including prenatal and postpartum health, breastfeeding, pediatric care and parenting.

Get health rewards!

The Alliance rewards members through our **Health Rewards Program** for seeing their doctor for prenatal and postpartum care. Alliance members who see their doctor within the first 13 weeks of being pregnant are entered into a raffle for a chance to win a **\$50 Target gift card**. Members who see their doctor 1 to 12 weeks after having a baby will receive a **\$25 Target gift card**.

Once your baby is born, the Alliance also has health rewards for taking your baby to the doctor for regular checkups. For more information about health rewards available for you and your baby, visit

www.thealliance.health/health-rewards or call the Health Education Line at **800-700-3874, ext. 5580**. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial **711**).

Your behavioral health matters!

Are you feeling sad, anxious or depressed or are you struggling with substance use? You are not alone. We are here to help!

If you are an Alliance member, we're here to support your mental health.

In crisis?

If you or someone in your family is struggling or in crisis, call or text **988** to reach the 988 Suicide & Crisis Lifeline or visit www.988lifeline.org.

If you are having a health emergency, call **911** or go to the nearest emergency room.

How to get help

Don't wait to get help. The Alliance has behavioral health care for members! We have services for children, teens and adults. This includes individual, family or group therapy. Call Member Services at **800-700-3874**, Monday

through Friday, from 8 a.m. to 5:30 p.m. We can help you:

- Make an appointment.
- Learn about your behavioral health benefits.
- Find behavioral health providers near you.

What can I get help with?

Here are some behavioral health concerns you can get help with:

- Anger.
- Anxiety.
- Depression.
- Developmental issues.
- Difficulty dealing with life changes, frustration and stress.
- Drug or alcohol use.
- Exercise and eating.
- Grief and loss.

- Stress.
- Trauma.

Getting help for substance use

Alliance Medi-Cal members can contact their county's Behavioral Health department for help with substance use services. Find your county's Behavioral Health department contact information below:

- Mariposa County: **800-549-6741.**
- Merced County: **888-334-0163.**
- Monterey County: **888-258-6029.**
- San Benito County: **888-636-4020.**
- Santa Cruz County: **800-952-2335.**

Learn more

For more information and resources, visit

www.thealliance.health/mentalhealth.

Ask the doctor

Do breast cancer screenings save lives?

Dr. Mai Bui-Duy is a Medical Director at Central California Alliance for Health. She practiced Internal Medicine primary care in Santa Cruz County for seven years and has 15 years of experience in the medical field.

October is Breast Cancer Awareness Month! According to the American Cancer Society, breast cancer is the most common cancer in women in the U.S., except for skin cancer.

Why is breast cancer screening important?

Breast cancer can happen at any age, but the chance is higher as you get older. A breast cancer screening can help find breast cancer early, when it is easier to treat.

When should I get screened for breast cancer?

If you are between 40 and 74 years old, you should get checked for breast cancer. Your doctor might ask you to start earlier.

How does breast cancer screening work?

Most women should get mammograms. Mammograms can find cancer before you can feel it or notice any signs. Some people will need other kinds of tests. Your doctor will help you choose the best one for you.

How do I set up a screening?

Talk to your doctor. Your doctor can help you get an appointment for a screening.

Am I at risk for breast cancer?

Talk with your doctor about ways you can lower your chance of getting breast cancer.

Risk factors you cannot change:

- **Getting older.** Breast cancer can happen at any age, but the risk goes up as you get older.
- **Family history.** If someone in your family had breast or ovarian cancer, your risk may be higher.

Risk factors you can change:

- **Not being active.** Women who do not exercise have a higher chance of getting breast cancer.
- **Being overweight after menopause.** Older women who are overweight have a higher chance of getting breast cancer than those at a healthy weight.
- **Drinking alcohol.** Studies show that the more alcohol a woman drinks, the higher chance she has for breast cancer.

Does the Alliance cover breast cancer screening?

Yes. You can get screened for breast cancer at no cost to you.

If you need help with making an appointment with your doctor, you can call Member Services at **800-700-3874**.

If you are a woman between the ages of **40 and 74** and you are an Alliance member, you can get a free breast cancer screening!

You have prescription benefits!

If you are a Medi-Cal member, your prescription drugs that are filled at a pharmacy are covered by Medi-Cal Rx and not the Alliance. To find out if a drug is covered, call **800-977-2273** (TTY: Dial **711**) or go to www.medi-calrx.dhcs.ca.gov.

If you are an IHSS member, pharmacy services are managed by MedImpact. You can view the list of covered drugs at www.thealliance.health/prescriptions. You can also request a mailed copy by calling Member Services at **800-700-3874** (TTY: Dial **711**).

Drugs given in doctor's office or clinic

These are considered physician-administered drugs (PAD). You can view coverage information in the Member Handbook and at www.thealliance.health/prescriptions. If you would like a mailed copy, please contact Member Services at **800-700-3874** (TTY: Dial **711**).

Finding a doctor who speaks your language

It is important that you and your doctor can understand each other. The Alliance has doctors in its network who speak a language other than English. You can find these doctors in your Provider Directory or by calling Member Services. Your doctor can also call a special telephone line to get an interpreter who speaks your language, or they can ask for an in-person interpreter to be at your appointment. You do not have to use family or friends to interpret for you.

For help finding a doctor who speaks your language, you can call Member Services at **800-700-3874**, Monday through Friday, from 8 a.m. to 5:30 p.m. If you need language assistance, we have a special telephone line to get an interpreter who speaks your language at no cost to you. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial **711**).

Find the Medi-Cal Member Handbook online

The Member Handbook tells you about what the Alliance covers. Please read it carefully all the way through. It will help you understand how to use your benefits and services. It also explains your rights and responsibilities as a member of the Alliance.

To view the Member Handbook online, visit

www.thealliance.health/member-handbook.

If you have any questions, call Member Services at **800-700-3874**, Monday through Friday, from 8 a.m. to 5:30 p.m. For the Hearing or Speech Assistance Line, call **800-735-2929** (TTY: Dial **711**).

The Alliance provides no cost and low-cost health care

Central California Alliance for Health, or “the Alliance,” is a managed health care plan for people who have Medi-Cal. Medi-Cal is what Medicaid is called in California. This means you can see a doctor and get other health care services at low or no cost to you.

The Alliance cares about its members! We can help you get started with your health insurance plan, answer your questions about health care and learn how to be healthy.

To learn more about your benefits or find a health care provider online, visit [www.thealliance.health/for-](http://www.thealliance.health/for-members)

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Organ donors save lives

You can help save lives by becoming an organ or tissue donor. If you are between 15 and 18 years old, you can become a donor with the written consent of your parent or guardian. You can change your mind about being an organ donor at any time. If you want to learn more about organ or tissue donation, talk to your doctor. You can also visit the website of the United States Department of Health and Human Services at www.organdonor.gov.

Protecting your privacy

Your health information is private, and we want to keep it safe. Sometimes we might need to share it, and sometimes you choose what you want to share.

When we might share information

We might share your health information to help with your treatments or payments without asking you first. For example, we might tell a doctor you are an Alliance

member so they can treat you. There are other times when we might share information and not ask you. These are set by law.

When you decide to share information

If someone asks us for your health information, you need to say if it's OK before we give it to them. You also get to say if it's OK before we share your information with apps on your phone or computer.

We often check how we keep your health information safe. We want to provide you quality health care and protect your information.

Learn more

To learn more about how we keep your health information private, look at the Notice of Privacy Practices in your Member Handbook. It is also available on our website at

www.thealliance.health/privacy-practices.

We are texting members!

The Alliance texts members to help them keep up to date on Alliance benefits and services. Alliance texts are from the short code **59849**. To learn more, visit our website at **www.thealliance.health/member-texting**.